

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/02/2002	Originator:	JAM
PSB #:	PSB.2002.04.004	Authorization:	Kps
Reference:	Report #02-37	Total Pages:	1
Product(s):	ELP-3000 / 3300 / 3500, PowerLite 5000 / 5000XB / 7000 / 7000XB / 7300		
Subject:	Computer DVD video tearing on Epson Projectors		

This bulletin was created to inform you of DVD video tearing on Epson projectors manufactured prior to June 1998.

Models affected:

ELP-3000	ELP-3300	ELP-3500	PowerLite-5000
PowerLite-7000	PowerLite-5000XB	PowerLite-7000XB	PowerLite-7300

Description of artifact:

When playing high image contrast, fast-action DVD movies, a very thin horizontal break can occur in the image. The line-tear is very difficult to see if the viewing environment is moderately or brightly lit. Most viewers will not notice it. This line-tear can occur at the top, middle or bottom of the screen as the movie continues to play. The tearing occurs about every 5 to 8 minutes of play and can be seen for the duration of the movie. The break can also appear to travel vertically over time because of timing differences between video frame rates and projector refresh cycles. The artifact only occurs when playing movies from a Computer DVD player through the VGA port. There is no video tearing of the same motion picture through the S-Video, Composite or Component input ports on the projector. The artifact appears only in the video display. The audio track is unaffected. The issue is not dependent on PC or Mac hardware platforms, operating system or DVD player software.

Reasons:

Digital video playback through computers was not prevalent until the mass production of Computer DVD players. With the incorporation of NTSC video frames embedded into RGB computer video signals, synchronization limitations (frame shift) were encountered. In June 1998, Epson incorporated frame synchronization circuitry for future projector models to eliminate the artifact.

Resolution: Because the introduction of Computer DVD playback occurred after the manufacture of the mentioned projectors, Epson has no plans to replace or upgrade the models specified.

EPSON PRODUCT SUPPORT BULLETIN

Date:	06/30/2000	Originator:	ESC
PSB #:	PSB.2000.07.001	Authorization:	Kps
Reference:	N/A	Total Pages:	2
Product(s):	Multimedia Projectors		
Subject:	Multimedia Projector Accessories – Ceiling Mounts and Suspension Adapters		

This bulletin provides specification and warranty information on Ceiling Mounts and Suspension Adapters for EPSON Multimedia Projectors:

CEILING MOUNTS:

Part Number: ELPMB31
Compatibility: PowerLite 5300, 5350, 7200, 7250, 7300, 7350, 8000i, 8000NL, 9000i and 9000NL
Dimension: 11.6" x 10.8" x 1.5"

Part Number: ELPMB32
Compatibility: PowerLite 500C, 700C and 710C
Dimension: 7.2" x 9" x 1.5"

Part Number: ELPMB33
Compatibility: PowerLite 5500C, 5550C, 7500C, and 7550C
Dimension: 10.7" x 9.6" x 1.8"

Warranty: 30-days whole unit exchange
Description: Epson's ceiling mounts provide the added flexibility of mounting a PowerLite projector on the ceiling. They are designed to be installed easily and include a quick release feature for removal of the projector so it's easy to change the lamp, or remove the projector for portable use. The ceiling mounts can also be used for rear projection applications. Each ceiling mount is custom designed for use with a specific Epson projector.

SUSPENSION ADAPTERS:

Part Number: ELPMBAST
Compatibility: ELPMB31, ELPMB32 and ELPMB33
Dimension: 1 1/2" Pipe

Part Number: ELPMBAPS
Compatibility: ELPMB32 and ELPMB33
Dimensions: 1" Pipe

Warranty: 30-days whole unit exchange
Description: Adjustable tubing extensions to increase the distance from the ceiling to the projector—adjustable from 12" to 46".

EPSON PRODUCT SUPPORT BULLETIN

Date:	06/02/2000	Originator:	ESC
PSB #:	PSB.2000.06.001	Authorization:	Kps
Reference:	N/A	Total Pages:	1
Product(s):	Multimedia Projectors		
Subject:	Projector Compatibility with iMac's		

This bulletin provides useful information on how to connect EPSON Multimedia Projectors to iMac models that have no external video port and have Mac OS 8.1, 8.5 or 8.6 factory installed.

Problem:

The earlier versions of the iMac's do not have an external video port to connect an EPSON projector. It is possible to output video signal from the iMacs by using a third party external video adapter.

Resolution:

The current line of EPSON's multimedia projectors do support the iMacs, using the recommended third party external video adapter from PowerR, at the supported video resolution 1024 x 768 with refresh rate of 75Hz. The iPresenter video adapter is a compact device that installs into an Apple iMac computer.

iPresenter RGB Video Adapter for iMac
Model: iP-10

Power R Inc.
756 Aloha Street
Seattle, WA. 98109
(800) 729-6970
www.powerr.com

Supports iMac version:
Versions A,B,C,D – no video out

Supported Video Resolution
1024 x 768, 75Hz

EPSON PRODUCT SUPPORT BULLETIN

Date:	05/18/2000	Originator:	AP
PSB #:	PSB.2000.05.001	Authorization:	Kps
Reference:	N/A	Total Pages:	1
Product(s):	Multimedia Projectors		
Subject:	Multi-Monitor Support Function of Newer Macintosh Notebook Computers		

This bulletin provides configuration procedures for the newer Macintosh notebook computers with the EPSON Multimedia Projectors.

Problem description:

When the projector is connected to an Apple notebook, part of the Mac OS desktop may not display on either the LCD panel or the projector. Often, only the desktop wallpaper is visible on one screen, with the other containing the complete video output.

Reason:

Newer Macintosh notebook computers are often configured for extended desktop video output instead of video mirroring. This results in partial information being sent to either the LCD panel or the projector. This feature has been observed on Powerbook and G3 Powerbook models running Mac OS 8.x and later, but it is possible the issue has been experienced by other Macintosh users.

Resolution:

1. Click the Apple Menu to select the Control Panels, Monitors and Sound option.
When the projector is powered on while connected to the computer, there will be an "Arrange" icon in the Monitors and Sound control panel.
2. Click the "Arrange" icon to access that control. In the "Arrange" control view window, there should be icons for two monitors.
3. Click one of the monitor icons and drag it on top of the other monitor icon. Release that icon on the other icon. This enables dual display support where both screens receive and display all video information.

EPSON **PRODUCT SUPPORT BULLETIN**

Date: 10/25/1996

PSB No.: PSB.1996.10.003

Reference: ELP-3000, ELP-3300 USER GUIDE

Originator: BS

Authorization: *KS*

Affected Product(s): ELP-3000 & ELP-3300

Subject: USING TEE REMOTE CONTROL UNIT AS A POINTING DEVICE

This guide is intended to provide instructions for using the projector's remote control unit as a pointing device to control presentation software running on a computer.

The guide assumes the user to be somewhat familiar with the computer they are using to run the presentation software, and the basic operation of the projector. For detailed instructions on specific computer or projector functions or operation refer to the appropriate user guide.

Most Windows-based presentation software can be controlled in a number of ways:

- A. Directly by the computer's pointing device (ie. wired PS/2 or Serial Mouse, Trackpad, Trackball or other device).
- B. With a wireless pointing device such as an infrared pointing device.

HINT!: This could be an alternate solution to using the projector's remote control unit.

- C. With the projector's Remote Control Unit.

The following steps should be completed in sequence to successfully use the Remote Control Unit as a pointing device.

ITEMSREQUIRED

The following projector accessory items, included with the projector, will be required to use the Remote Control Unit as a pointing device: Remote Control Unit, 2 AA Batteries, ELP PC Utilities Disk, and the 6 ft. Serial cable.

CONNECTING THE SERIAL CABLE

- A. Turn both the Projector and Computer OFF.
- B. Open the I/O door located below the handle of the projector, then plug in the round serial connector on the cable into the serial port on the projector.
- C. Attach the 9 pin connector on the serial cable to the computer's 9 pin Com 1 serial port.

SETTING THE PROJECTOR FOR A SERIAL CONNECTION

- A. Turn the projector ON.
- B. Press the MENU button.
- C. Go to the OPTIONS MENU and make sure the SERIAL option is checked

HINT!: Changing MENUS, SELECTIONS, and FUNCTIONS

PRESSING	ACTION
sync-/+	Changes Menus (Computer, Video, Display, Audio, OPTIONS, Custom).
Bright-/+	Changes between selections within a menu.
Vol. - / +	Changes the function of a menu selection.

- D. Exit the MENU mode by pressing the MENU button.

INSTALLING THE PC UTILITIES SOFTWARE

HINT!: The ELP UTILITIES software is NOT interchangeable between the ELP-3000 and the ELP-3300 projectors

- A. Insert the projector PC Utilities disk into the floppy drive on the computer.
- B. For Windows 3.x, select FILE, RUN, A:\SETUP.
- C. For Windows 95, select START, RUN, A:\SETUP

HINT!: Two utilities will be installed on the computer:

ELP LINK This utility is used to make adjustments to the operation of the projector such as: Brightness, Contrast, Volume etc, from the computer.

ELP REMOTE This utility is used with the Remote Control Unit. It allows the Remote Control Unit to be used as a pointing device to move the mouse pointer and to control functions of a software package running on the computer, such as a presentation program.

RUNNING THE ELP REMOTE PROGRAMMER UTILITY

HINT!: To use the Remote Control Unit to control your software application the ELP LINK utility cannot be running.

- A. Open the ELP REMOTE PROGRAMMER utility.
- B. Select the SPECIAL pull down menu, and make sure Serial Port 1 (Com 1) is checked.
- C. From the SPECIAL pull down menu select the ACTIVATE function.

HINT!: Activate can also be performed by pressing the Alt and A keys on the computer keyboard.

- D. The Remote Programmer Utility must be left running for the Remote Control Unit to function.

TESTING THE REMOTE CONTROL UNIT

- A. Install two fresh AA batteries in the Remote Control Unit battery compartment.
- B. Press one of the five function buttons on the Remote Control Unit. The RED LED on the Remote Control unit should light.

HINT!: The the function buttons are labeled ‘L’, ‘R’, DRAG, PREV, and NEXT

- C. Press one of the five function buttons again while watching the POWER LED on the top of the projector, the POWER LED should blink when the button is pressed. This indicates the remote is communicating with the projector.

HINT!: The Remote Control Unit has a built in GO TO SLEEP function, to prolong the life of batteries, if there is a period of inactivity on the remote. If the remote goes to sleep, pressing one of the five function buttons will wake up the remote.

- D. Point the Remote Control Unit at the front or the rear of the projector and slowly roll the trackball on the Remote Control Unit, the mouse pointer on the projected image should move. If the mouse pointer does not move, refer to the IF YOU HAVE PROBLEMS section.

HINT!: Adjustments to the tracking speed of the Trackball, and Mouse button functions can be changed in the SPECIAL pull down menu in the REMOTE PROGRAMMER UTILITY.

USING THE REMOTE CONTROL UNIT

- A. Make sure the REMOTE PROGRAMMER utility software is running.
- B. Start your presentation software on the computer and use the Trackball on the Remote Control unit to position the cursor.
- C. Normally you can control the slides in the presentation with the Remote Control’s “NEXT”, “PREV”, “R” or “L” buttons.
- D. In the Remote Programmer Utility there are pre-defined key templates for some of the more common presentation software packages. To use a pre-defined key template select the FILE pull down menu, then select OPEN, this will display a list of the key templates. Highlight the template for the presentation package you are using and click OK. This will assign the presentation functions to the five function keys on the Remote Control unit.
- E. For special programs, the user has the ability to reassign any of the five function keys to perform specialized tasks. Refer to the user guide for reassigning the function of keys with Key Help and Record mode.

IF YOU HAVE PROBLEMS

- A. Even if the RED LED lights on the Remote Control Unit when a function key is pressed, the batteries could be low causing a communication problem between the remote and the computer. Try new batteries.
- B. If you tried new batteries and the RED LED does not light when a function button is pressed the Remote Control Unit could be bad.
- C. The type of Lighting or Brightness of the lighting in the room could Remote communication problems. Try moving the remote closer to projector.
- D. The Serial Port on the computer could be disabled, check the computer's CMOS SETUP.
- E. There could be a Serial Port conflict with another device in the computer.
- F. The Serial Port on the computer could be bad, try using a serial mouse on the port.
- G. The Serial Cable connection could be bad, try removing the cable and reconnecting it.
- H. The Serial Cable could be bad, try another Serial Cable.
- I. "PROJECTOR OFF-LINE" message can occur due to any of the following:
 - 1. Projector may be turned OFF.
 - 2. Serial cable may not be attached or connected properly.
 - 3. Serial option is not selected in the OPTIONS menu on the projector.
 - 4. The Com port selection in the REMOTE PROGRAMMER Special menu does not match the actual port the serial cable is connected to on the computer